

The PALiner

Philippine Airlines' Official Publication October / November 2023



YEARNING FOR LEARNING – THE NEW PAL WAY

Introducing the PAL Multiversity and its people

IN OTHER STORIES:

**DELIGHTING ANEW
IN CEBU**

Our newest lounge
in PAL's growing hub

**WORK HARD,
PLAY HARDER**
PAL Family goes all out
at the Townhall

**DASHBOARD
CONFESSIONS**
Up close and personal with
the CommStrat Team

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Catching Up with Captain Stan



Our Commitment to Excellence Continues

We are now in the last quarter of 2023, a year of continuing recovery and transition for the aviation industry. Through our collective efforts, we have been able to sustain our company's profitability. We reported a record net income of US\$ 250 Million and operating income of US\$ 314 Million for the first half of 2023.

This positive financial performance will translate to more innovations and improvements in our fleet and our service. Our most important goal is to ensure that we take good care of our customers, and all our efforts should be geared towards achieving this result.

Safety is always our top concern, and I congratulate the PAL Family for successfully completing the IATA Operational Safety Audit (IOSA), confirming that our operations meet the highest international safety standards.

We continue to enhance the travel experience for our premium passengers by upgrading our airport lounges. We opened our new 114-seater domestic Mabuhay Lounge at Terminal 1 of the Mactan-Cebu International Airport a few months ago, and will soon showcase our brand new international Mabuhay Lounge at NAIA Terminal 1. New departure lounges offer customers a relaxation space away from the regular hustle and bustle of our airports.

We are introducing additional aircraft to the fleet to meet the growing travel demand and address the operational challenges caused by global supply chain problems.

We also grow our business through partnerships with other airlines. Our expanded codeshare agreement with China Airlines allowed us to add Kaohsiung to our network and connect Cebu with Taipei. Meanwhile, we expect to share more new developments with other codeshare partners in the weeks and months ahead.

Tuguegarao rejoined our domestic network last October 29, allowing more business to flow to northern Luzon and bringing the people of Cagayan Province closer to the world. This will be followed by new Cebu-Laoag flights in December, along with a restoration of flights between Cebu and Ozamiz, General Santos and Legazpi.

Passenger care is only possible if we have caring, creative and well-trained employees. We have launched the new PAL Multiversity and begun a three-year partnership with LinkedIn to help us build a high-performance team culture. Do take advantage of this opportunity to learn and grow as part of a highly competitive team that will drive profitability, growth, and customer-centricity.

These are just some of the programs and initiatives we are undertaking as part of our commitment to our riding public and to our fellow PAL colleagues. We are truly grateful to all of you who carry on with the hard work of ensuring that PAL delivers on this commitment.

As you know, we have been dealing with tough challenges and more competition in a fiercely contested aviation marketplace. So let us keep our focus where it counts – by giving our passengers a reliable and quality product that lives up to their trust in Philippine Airlines.

Capt. Stanley K. Ng

President and Chief Operating Officer

Tuguegarao Makes a Comeback

Daily services between Manila and Tuguegarao begin anew

PAL's new route to Tuguegarao will strengthen connectivity between the economic center of the Cagayan Valley and other points in PAL's domestic and regional network via Manila. Leisure and business travelers will find it easier to commute from TUG to Cebu, Davao, Bacolod and other domestic cities, as well as to Asian destinations such as Bangkok, Jakarta and Hong Kong.

These PAL flights will be operated with 180-seater Airbus A320 aircraft offering both Comfort Class (12 seats) and regular Economy Class (168 seats) services.

Tuguegarao is the fourth point served by PAL in Northern Luzon. PAL also offers twice daily flights between Manila and Laoag City in the Ilocos Region; three weekly flights between Cebu and Baguio City; and daily flights between Manila and Basco, Batanes. (Coming in December: a new Cebu-Laoag service!) ✈



Manila-Tuguegarao-Manila A320 Daily Flights

PR 2014 Manila-Tuguegarao
DEP at 08:45 AM,
ARR at 9:50 AM

PR 2015 Tuguegarao-Manila
DEP at 10:35 AM
ARR at 11:35 AM

Cebu Hub Fortified



PAL's De Havilland Dash 8-400NG aircraft, offering jet-like speed and quiet comfort, continues to anchor the airline's central Philippines hub in Mactan-Cebu.

New routes are set to take off from Cebu this December, with the resumption of flights to Legazpi, General Santos and Ozamiz City, plus another PAL pioneer route to Laoag. The new routes demonstrate PAL's commitment to offer more convenient direct connections to boost domestic tourism and the PH economy, in time for the peak holiday season. As a result, PAL will be offering 362 weekly flights to 20 domestic destinations out of the airline's Mactan-Cebu hub.

From December 15, 2023, PAL will fly daily between Cebu and General Santos City as well as Legazpi's Bicol International Airport in Daraga, Albay; and twice weekly between Cebu and Laoag.

From December 16, 2023, PAL will resume thrice weekly flights linking Cebu with Ozamiz City.

All flights feature PAL's quiet and comfortable De Havilland Dash 8-400 Next Generation aircraft with six (6) Comfort Class and 80 Economy Class seats. ✈

Cebu - Laoag - Cebu (NEW)

TUE - FRI (2x weekly)

PR 2251 CEB - LAO

DEP at 07:35 AM | ARR 10:05 AM

PR 2252 LAO - CEB

DEP at 10:25 AM | ARR 12:35 PM

Cebu - Legazpi (Daraga) - Cebu DAILY

PR 2927 CEB - DRP

DEP at 06:00 PM | ARR 07:10 PM

PR 2928 DRP - CEB

DEP at 07:30 PM | ARR 08:40 PM

Cebu - General Santos - Cebu DAILY

PR 2357 CEB - GES

DEP at 02:30 PM | ARR 03:50 PM

PR 2358 GES - CEB

DEP at 04:20 PM | ARR 05:40 PM

Cebu - Ozamiz - Cebu

WED - SAT - SUN (3x weekly)

PR 2893 CEB - OZC

DEP at 07:35 AM | ARR 08:40 AM

PR 2894 OZC - CEB

DEP at 09:00 AM | ARR 10:00 AM

Fortifying CRM Capabilities with Salesforce

PAL customers will enjoy more personalized care in the coming years, powered by smart technology and better access to information. These are the goals of a milestone partnership with Salesforce, the U.S.-based global technology company, that was launched last September 19 in Manila.

PAL will integrate Salesforce Customer 360, an integrated customer relationship management (CRM) platform powered by A.I., across the airline's contact center and customer feedback handling units, giving them a comprehensive view of customer interactions to help elevate the overall passenger experience while making internal processes more efficient.

PAL will use Salesforce Sales Cloud, Service Cloud, Marketing Cloud, Customer and Partner Portal, and Slack to provide employees with the tools and insights they need to deliver exceptional customer experiences at every touchpoint – indeed, an opportunity to redefine customer service and engagement overall.

The partnership will focus initially on core functions – customer experience, marketing, and sales – with plans to explore expansion into other functional areas within PAL in the future. This is another big step in a company-wide journey toward full-fledged digital transformation, helping PAL's teams to show love for our customers at every "moment of truth" in their passenger journeys. ✈️

Smiles and a cheerful spirit during the PAL-Salesforce launch event at The Conrad Hotel in Pasay City.



PAL Holidays is up and running

In partnership with Expedia, the leading travel technology company, PAL launched a new PAL Holidays website that offers a one-stop solution for a person's travel needs.

PAL Holidays offers passengers easy access not only to PAL flights but also to more than 900,000 properties across the globe, ranging from the most luxurious hotels to budget-friendly accommodations. The site also provides options for transportation and travel activities, all in one convenient online location.

PAL Holidays will feature exciting promotional deals and exclusive offers with attractive discounts and carefully curated packages.

This is now available in the U.S., Canada, Australia and the Philippines. ✈️



PAL President & COO Stanley Ng joins Expedia VP for Air Accounts Management James Marshall to kick off the new partnership, in the presence of the PAL and Expedia working teams.

PAL teams up with Airspeed to empower MSMEs

by Vincent Molano

Philippine Airlines' Cargo Business recently joined forces with Airspeed International Corporation for a partnership to develop seamless delivery services that help empower micro, small, and medium enterprises (MSMEs) in the Philippines.

The alliance merges PAL's extensive network and cargo capabilities with Airspeed's specialized solutions to provide responsive cargo products to MSME customers. The deal was sealed with a contract signed by Jason T. Siy, PAL VP-Cargo Business, Airspeed Group Chairwoman Rosemarie P. Rafael and Airspeed President Ramon Lopez. ✈️



“A Million Thanks” to Our Top Milers



PAL recently honored its most cherished customers – the over 400 people who earned the title “Million Milers” by flying more than a million miles on PAL services over the years.

For such loyal high-flyers, PAL hosted an ‘Appreciation Night’, with a modern Filipiniana theme, at the Marriott Grand Ballroom in Pasay City last September 29.

The PAL leadership team, led by PAL Holdings President Lucio Tan III and PAL President Capt. Stanley Ng, conveyed the deep gratitude of the entire PAL Family for the trust and support extended to PAL by these Million Milers, many of whom have helped shaped PAL’s products and service delivery through their very insightful feedback and counsel.

The Loyalty team also announced new features for Mabuhay Miles members – including self-service redemption, the use of miles as a form of payment, and the Dear PAL Miles e-Card redemption feature.

The highlight of the evening was a fashion show featuring various PAL cabin crew uniforms from the 1940s up to the present. The audience was serenaded by The Company, a Filipino pop ballad group. ✈️

ACE/MTP Batch 17 Moves Up



PAL Express’ Aviation Cadet Engineer (ACE)/ Maintenance Training Program (MTP) Batch 17 recently celebrated their graduation. The ACE/MTP equipped these trainees, through theoretical and practical training, with specialized technical knowledge and skills in the areas of aircraft maintenance and engineering.

Batch 17 was composed of 18 students taking up bachelors’ degree courses in engineering or aviation maintenance technology from accredited schools. Their training started last February and lasted eight (8) months. ✈️

Corporate UPDATES

PALex AMED partners with PhilSCA for the Future

by Katherine Rivera



The PALex Aircraft Maintenance and Engineering Department (AMED), through its Technical Training Center will conduct basic aviation courses and type training programs for students of the Philippine State College of Aeronautics (PhilSCA).

This strategic collaboration will help align PhilSCA's instructors and curriculum with the prerequisites of licensed Aviation Maintenance personnel, and will significantly simplify the process of onboarding possible future hires of the AMED team from PhilSCA.

AMED conceived of this initiative as a way of resolving challenges in hiring qualified maintenance personnel. The manpower attrition for skilled aviation workers can go as high as 40% due to lucrative offers from foreign maintenance and repair organizations (MROs).

Indeed, the Aviation Cadet Engineer / Maintenance Training Program (ACE/MTP) has been in place as a strategy to address the issue of talent drain. However, ACE/MTP runs up to eight (8) months, and only successful graduates can become part of the AMED workforce at the entry Level C. Moreover, it would take at least three more years before a maintenance worker could progress to Level B.

It was therefore a pressing need to reduce the growing gap between the supply and demand of trained, qualified and available maintenance personnel – hence the visionary PALex-PhilSCA initiative:

- 11 delegates from PhilSCA will undergo the AMED Technical Training Program
- PhilSCA will align its curriculum with AMED Training requirements.
- Successful PhilSCA graduates who undergo AMED training will then require only the practical training, instead of the whole ACE/MTP program, to qualify as aircraft mechanics for PALex.

This initiative also opens up a wider pool of talents for AMED, while engaging aviation enthusiasts to join PAL Express. Truly an investment for the future.



01 to 02 - An important new partnership began with a contract signing between PAL Express President Rabb Vincent Ang and PhilSCA College President Prof. Marwin Dela Cruz, Ph.D.

03 - Posing for posterity, as witnessed by PAL Express and PhilSCA teams.

Enhancing Crew Comfort: PALex Unveils Industrial-Chic Crew Lounge in Cebu

by Mishy Mariano

In a simple ceremony graced by crew, management, and guests, PAL Express proudly inaugurated its Cabin Crew Lounge in Cebu last August. This haven for the crew embraces an industrial design ethos while highlighting our unwavering commitment to crew satisfaction and service excellence.

A Haven of Comfort and Exclusivity
Nestled within Mactan-Cebu Airport, our newly minted Crew Lounge with sleeping quarters stands as an exclusive sanctuary for our tireless pilots and cabin crew, a serene retreat from the bustling airport environment.

Striking Industrial Aesthetic
Upon entering, guests are treated to a refined industrial-chic ambiance. The contemporary furnishings can make you crave good conversations over coffee in an atmosphere that is as energizing as it is relaxing.

A Hub for Crew Camaraderie
The Crew Lounge is designed to cultivate camaraderie. Our crew members now have a meeting ground where stories are shared, friendships are forged, and support is extended among our dedicated team.

At PAL Express, we believe that a conducive environment contributes to well-being and harmony among crew members, with our passengers as the ultimate beneficiaries.

Dedicated to Excellence
We recognize that the well-being and satisfaction of our pilots and crew are pivotal in delivering top-tier service to our passengers. Our crew members are at the core of our exceptional service efforts, and the Crew Lounge stands as a testament to our commitment to excellence and our pledge to continually enhance the journey for both our passengers and crew.

An Artistic Bonus
We are also proud to feature an interesting mural on the wall of the Crew Lounge, hand-painted by one of our talented crew members and entitled "Skybound Symphony". The mural adds a personal touch to this exceptional space, inviting PALex crew members to unwind, recharge and forge meaningful connections with each other as they eagerly anticipate many more journeys together. ✈



About the Artist

The artist behind "Skybound Symphony," Gemma Flor Garcia, known as "Sugart," draws inspiration from her 15-year career as a PAL Express cabin crew member. This remarkable mural was created in five days and pays tribute to the aviation profession and its unsung heroes while embodying Sugart's dedication to art and her industry. - *Jerome Leobrera*

Human Capital UPDATES



Lifeline for Others

The Human Capital team collaborated with the Pasay Chapter of the Philippine Red Cross to hold a blood donation drive along with a first aid and basic life support training course at the Multipurpose Hall of the PAL Inflight Center last August 31.

The whole day event enabled generous employees to donate blood to help extend the lives of others who urgently needed fresh blood supplies.

The Red Cross taught life-saving skills, including basic CPR, that will prove valuable during emergency situations. The PAL-Red Cross partnership has been in place for years, and will involve a series of activities scheduled for the rest of 2023. ✈️



Mind, Body and Wings

Human Capital organized an energetic and fun-filled fun run with the theme “Mind, Body and Wings” last October 6 at the Blue Bay Walk Complex in Pasay City.

It was a weekend event for the whole family, as PAL employees and their dependents woke up at the crack of dawn to engage in 1K, 3K, 5K, and 10K runs.

Other activities included a Live Demo conducted by the PAL Football Club and a dance program staged by PAL’s fitness partner, Anytime Fitness. ✈️



PAL Pioneers First Cabin Crew Hiring Caravan with Tarlac LGU

by Kaitlyn Tan and PB De Leon

As early as eight o'clock on the sunny morning of August 16, the Diwa ng Tarlac Convention Center was teeming with hundreds of cabin crew applicants determined to pursue their dreams by joining the flag carrier. The air was filled with optimism and excitement. Hopeful candidates wore smiles and harbored ambitions that reached as high as the skies.

Just outside the halls of the Bulwagang Kanlahi, many parents waited patiently in a show of unwavering support for their applicant sons and daughters. Some traveled far and wide—from as far North as Benguet— but shared the same intense anticipation.

A Seamless Synergy for the PAL Group

The caravan in Tarlac was a testament to the combined efforts of PAL and PALEX, working together through the Human Capital and Cabin Crew Services teams to recruit the best future cabin crew members – evaluating physical attributes, interpersonal and communication skills, and character.

As co-architects, PAL and PALEX embodied a legacy of professionalism – high standards, meticulous selection and results that exemplify excellence – in the systematic search for new crew members who will serve as the face of the airline. It was a tangible example of the PAL Family's commitment to serve the Filipino people, extend a helping hand, and bridge the gap between aspirations and achievements.

A Pioneering Partnership with an LGU

Themed "PALiparin ang Husay at Galing nating mga Tarlaqueño," the caravan involved a robust partnership with the Provincial Government of Tarlac in coordination with their Public Employment Service Office (PESO). It marked the first instance of a local government unit providing active support for a hiring caravan, as the LGU worked to secure the venue, mobilize logistics, amplify promotions across the community, and provide invaluable staff assistance.



Tarlac Governor Susan A. Yap personally oversaw the proceedings. Governor Yap stayed for a long while and conversed with the candidates, helping boost their morale and foster a sense of connection and encouragement.

PAL's Talent Acquisition and Placement Division Manager, Sarit Bantuchan, hailed the joint effort as a contribution to economic growth: "We aim to help the government in generating employment and providing great opportunities to Filipinos. The overall goal is to make Philippine Airlines one of the preferred brands in the country when seeking employment. As the flag carrier, we are here to discover the best talents and ensure growth and sustainability."

Worth the Wait – and the Challenge

Endurance and resilience were tested as candidates braved the heat and the long queues, their determination shining through. More than just matching credentials, PAL was testing the candidates' readiness to be of service and to embrace the challenges they would face in an airline career.

01 - The team presents a framed memento to Tarlac Governor Susan A. Yap commemorating the first PAL-LGU cabin crew caravan partnership.

02 - Applicants attentively listened to the presentations with high hopes.

Amid the echoes of a well-spent day, candidates were asked: "What prompted you to join the line and wait patiently?" They responded with a resounding truth: "PAL is worth the wait."

As the saying goes, proper understanding comes from experience. The intricate selection process was designed to instill the essence of "Buong Pusong Alaga," to produce a new generation of cabin crew members who will deliver exceptional service – passenger to passenger, experience to experience. ✈️

Station Update

All Systems Go, for Cotabato

The city of Cotabato celebrated twin events recently –the opening of a new PAL ticket office and the resumption of flights to the city after a prolonged hiatus.

Last September 28, PAL opened a new city ticket office located along Makakua Street in the core downtown area. Cotabato City Mayor Mohammad Ali "Bruce" dela Cruz Matabalao graced the inaugural, joined by the city LGU and PAL employees and executives.

On October 1, PAL also resumed flying to Cotabato City from Manila, Cebu and Tawi-Tawi. Flights had been suspended since June 22 while airport authorities worked to complete repair work on the damaged runway at Cotabato's Awang Airport.

With a new sales outlet and flights back in service, PAL is ready to carry out its continuing mission to build connections between the heart of the Bangsamoro region and the rest of PAL's global network. ✈



- 01** - The gleaming facade of the brand-new ticket office.
- 02** - PAL Cotabato branch manager Jun Tubera looks on during the inauguration event.
- 03** - Cotabato Mayor Mohammad Ali Matabalao leads the ribbon cutting ceremony.
- 04** - PAL's Airbus A320, operating as PR 2959, arrives in Cotabato's Awang Airport from Manila.
- 05** - The PAL check-in counter at Awang Airport buzzed with activity as it reopened to receive passengers last October 1.

PAL's flight schedule as follows:

Manila – Cotabato – Manila
PR 2959/2960 (Daily)

Cebu – Cotabato – Cebu
PR 2223/2224 (Monday & Thursday)

Cotabato – Tawi-Tawi – Cotabato
PR 2487/2488 (Monday & Thursday)

PAL's new ticket office address:
**#39 Makakua Street, Pob 5,
Cotabato City**

The PAL Multiversity

ENTER A NEW DIMENSION - IN EMPLOYEE ENGAGEMENT

by Guen Dumdum





Meet the highly-engaged people in charge of PAL's new learning and development multiverse: (from L to R) Kat Rivera, PALex AVP-Technical Synergy; Capt. Ed Medina, OIC-PAL Aviation Training Center; Jo-Ann Maluenda, PAL VP-Human Capital; Adie Robles, AVP for Organizational Effectiveness and Learning & Development; Ahlee Licarte, Manager; and Guen Dumdum, Sr. Training Specialist.

Asia's first airline proudly draws from a legacy of 82 years of experience and performance, built on a foundation of rigorous training and creative learning for its team of professional personnel. From pilots and engineers to airport frontliners and sales executives, Philippine Airlines' people are the airline's greatest assets, and its learning programs play a large role in shaping them for the challenges of the next eight decades.

With a digital transformation under way, the times call for a new vision in the way we learn and grow in PAL and PAL Express. Last July 31, 2023, in response to this call, we proudly unveiled our very own PAL Multiversity, the new corporate learning space that will power our bid for a more competitive and dynamic future.

Spearheaded by the Learning & Development Team of the Human Capital (HC) Department, the PAL Multiversity was announced at a hybrid event combining an in-person gathering at the Inflight Center's Multipurpose Hall with a live broadcast via MS Teams. The event introduced the Multiversity's vision, purpose, and objectives, confirming that a valuable new resource is now available for the use of all 6,000-plus employees of PAL and PAL Express.

The plan for a corporate university was hatched years ago, but the serious work to create and launch the real thing gained momentum after certain visionary goals were firmly established:

We have to shift from mere "training and development" to Talent Development;

We must provide holistic development opportunities that impact on career mobility;

We will focus on developing courses which are within our strengths and expertise;

All courses and programs must align well with the strategic priorities of the company; and

We should focus first on strengthening our internal capabilities before we open up to teaching external clients.

From Classroom to Multimodal Learning

For many years, the PAL Learning Center in Ermita (and its predecessor in our Nichols base) served as the primary training hub for employees. The training programs mainly used traditional methods featuring face-to-face classroom training for regulatory,

behavioral, and technical programs, with a focus on formal education. This scenario is now changing with the launch of the PAL Multiversity.

So, what is the PAL Multiversity?

It's not confined to a single learning method or location. Nor is it a structure meant to replace the PAL Learning Center. Simply put, it is an immersive and dynamic learning environment that offers multi-modal approaches and diverse programs to cater to different learning styles and needs. It goes beyond just formal education and provides opportunities for social learning and application, as well as personalized learning experiences for employees. Tools like LinkedIn Learning enable employees to learn regardless of operational requirements or schedule differences.

The PAL Multiversity subscribes to the 70-20-10 learning model, which holds that roughly 70% of learning happens through on-the-job or practical experience, 20% through social learning, such as coaching and direction from a manager or mentor, and only 10% through formal education.



01

In essence, it allows people to learn from others through coaching and work application with the goal to go beyond traditional education while fostering holistic growth among employees.

Full Management Support and LinkedIn Learning

Initially set to be launched after three years, we grew to realize the urgency of launching sooner rather than later. There was a pressing need to develop our employees' PAL DNA competencies for immediate use and deployment as PAL emerged from restructuring on an all-out renewal and transformation journey. Recognizing this need, PAL Management has committed its resolute support for the PAL Multiversity.

A radical move involved the forging of a partnership with LinkedIn Learning that allows the Multiversity to offer full access to LinkedIn's entire course library, not just for a select few but for all PAL and PALex employees. With a wide array of over 20,000 courses, and at least 800 courses anchored on the PAL DNA (PAL's unique qualities, values, and characteristics that define us and set us apart from others), our personnel get to enjoy a more contemporary, flexible, and convenient learning experience.

Taking advantage of a full-access license from LinkedIn, employees can learn about any topic, including life skills or even creative hobbies, anytime, anywhere. The courses are developed and delivered by industry specialists, experienced practitioners, and renowned authors.



02

Our people can invest their time and effort, plus an open mind, to develop their competencies in line with PAL's values and goals in a way that effectively prepares them for success in their roles within the organization.

The Multiversity's platform capabilities provide valuable insights into skills that are in demand both currently and in the future, ensuring that our company can stay ahead of the curve. The set up also allows trainers to focus on developing courses, giving them time to update and enhance their capability to design, deliver, and measure the effectiveness of learning interventions.

Since the July launch, PAL's employees have enthusiastically embraced this new learning opportunity. Several have expressed gratitude for this generous resource that is not usually provided across the board in other companies. Many have shared their appreciation for the convenient experience, and quite a few have talked about "binge-learning" to take full advantage of the available features.

01 - PAL signed up for a partnership with LinkedIn Learning as a key step in creating the Multiversity.

02 - Bringing the PAL Multiversity closer to the people; shown here is a briefing of the PAL team in Davao.

From Training and Development to Talent Development

The primary objective of the PAL Multiversity is to help employees realize their full potential, both personally and professionally, and help them design and achieve their dream careers by providing them with holistic development opportunities. The goal is to equip PAL's people with skills to thrive in a fast-changing, competitive world, empowering them to expand their horizons and prepare for the future.

The traditional 'Training and Development' focus, centering mostly on developing employees for their



01 - 02 - PAL Multiversity has introduced fun and engaging activities for learners to experience.

03 - 04 - Learning is a high-tech team effort that involves several teams from both PAL and PALex. Seen here are some familiar faces you may encounter at some of our onsite training facilities.

current roles, must now shift to a new mindset: ‘Talent Development’, which means that we want employees to grow and succeed in areas beyond their current role or organization.

The new thinking prompted the integration of all training units within the PAL Group, essentially folding together the PAL Aviation Training Center (PATC), Organizational Effectiveness and Learning & Development (OELD), Aircraft Maintenance and Engineering Department (AMED) training team for PAL Express and other technical training units into one powerhouse team.

What’s in Store for Employees

PAL trainers have developed a special expertise in aviation training programs, and these are to be championed even outside the PAL organization to help achieve thought leadership in the air transport industry. A long list of programs are currently being developed for both fundamental and leadership skills.

The PAL DNA is front and center in formulating learning priorities, and several activities are designed to developing the DNA competencies. In achieving the required competency levels, our personnel will achieve their individual and group goals, ultimately helping the company succeed overall. Remember the PAL DNA cascade sessions earlier this year, which treated participants to highly engaging, fun, and “not-your-typical-cascade” activities? Well, you can expect more DNA-related programs, learning events and activities to be launched soon.

Aside from curating “learning paths” (groups of related courses) to ensure that each individual employee can maximize the benefits of LinkedIn Learning, the Multiversity team is designing learning interventions to complement these courses and give our people opportunities to apply what they’ve learned.

The Possibilities are Endless

The growth of the PAL Multiversity means the growth of PAL employees. Why keep acquiring talent from external sources when you can validly develop talent in-house? On the flipside, the Multiversity holds the long-term vision to be recognized as a center of excellence in talent development in the Philippines. While the learning team will prioritize learning for PAL Group employees initially before branching out to offer some programs externally, the vision is broad and clear: We want to elevate PAL as the country’s preferred aviation training center, securing its reputation as an industry leader.

The PAL Multiversity, with its multi-modal approach and forward-thinking initiatives, represents a big shift in how people perceive and engage with learning and development. As our employees embrace this new learning ecosystem, they get to unlock new possibilities and expand their horizons – and in the process, they will drive PAL to greater heights of success in its service mission. ✈️

CEBU'S NEWEST WATERING HOLE

PAL's newest passenger lounge
takes flight in Mactan-Cebu

Text and Photos By Ian San Gabriel



Philippine Airlines domestic travelers flying out of Cebu now experience a new level of comfort following the August 1 opening of PAL's new 114-seater Mabuhay Lounge at the ground level of Mactan-Cebu International Airport's Terminal 1.

The well-attended event was hosted by PAL President & COO Captain Stanley K. Ng together with other key PAL officials. It was a milestone witnessed by guests from both the private and government sectors, including industry partners and the Cebu local media.

The new Mabuhay Lounge is envisioned as a pre-departure oasis of relaxation for passengers traveling in Business Class and Comfort Class, as well as for Mabuhay Miles Elite, Premier Elite, and Million Miler members. The design and colors of the lounge evoke a sense of luxury and comfort to help passengers relax and recharge while waiting for their flights.

The lounge adopts an open space concept that features both dining and relaxation areas. The dining area includes a buffet station offering various delectable dishes and refreshments – including PAL's signature Arroz Caldo.

Passengers can unwind on plush lounge chairs draped in pleasing shades of blue, evoking the colors of the sea. Warm wood accents grace the interior walls. Private charging outlets and Wi-Fi connectivity are available for passenger convenience.

The Lounge also has VIP shower rooms and well-appointed restrooms with PAL-branded amenities for passenger use.

The Lounge was designed by Adrian T. Chua Architects and Associates, in a creative collaboration with the PAL team. ✈



01 - PAL, DOT, Cebu and MCAA officials officially open the new domestic Mabuhay Lounge.

02 - Architect Adrian Chua shows off his team's design creation.

03 - PAL President Stanley Ng and PAL Express President Rabbi Vincent Ang pose with PAL and LTG board members and executives at the inauguration ceremonies.

04 - Guests are greeted by warm wood tones, replicated all over the lounge.

05 - Passengers can unwind on plush lounge chairs that evoke the tranquil colors of the sea.



The PALiner on the scene in Cebu



COMMERCIAL STRATEGY: UNDERSTANDING THE COMMSTRAT MINDS

Text by Marinella Mae Hernandez
Photos by Ian San Gabriel



The PAL Commercial Strategy team, internally known as 'CommStrat', is a young and diverse squad that employs its considerable brainpower to analyze data and scan the competitive aviation landscape, ultimately helping PAL's leaders make the crucial long-term decisions for the growth of the company.

Reporting to Eric Anderson, Chief Commercial Officer, the group is fortunate to have brilliant minds coming together – some providing valuable insights, others leaning towards action or questioning conventional wisdom. Resident techies stay on top of any computer-related matter.

“We eat dashboards for breakfast,” says Miko Semira, Manager - Commercial Strategy – Domestic Passenger. “Thanks to the incredible work of the Analytics & Performance Management team, we never run out of data to analyze. We use these data to identify possible early signs of weakness in our passenger loads and/or fares.”

For Ben Valdez, Manager - Commercial Strategy - Cargo & International Pax, a typical week starts with analyzing dashboards and coordinating with internal stakeholders on the routes that need to be given more attention. Meanwhile, Bryan “RA” Abat, Manager - Commercial Strategy - International Pax, gets busy preparing reports or meeting with colleagues from various departments to gather important data for ongoing projects and initiatives.

The team does not work in a silo. Eric's people reckon that establishing good partnerships with departments across the organization is a vital part of their jobs, the foundation for sound strategic decision-making. The team formulates strategies that would help drive more sales and revenues by 'looking at the before & beyond.'

CommStrat is full of visionary people, and they have high hopes for PAL. The future is never certain, but having an outlook for each possible outcome can make the difference between success and failure in our highly dynamic industry. “Dealing with strategy delves a lot into the future, and we as a team try to view the upside/potential, or even just the silver lining,” says Joey Ubana, Assistant Vice President for Commercial Strategy.

Miko, Ben and RA admire Joey and Eric for their passion and ability to think one or even two steps ahead. Dedicated to the company, the leaders are also caring enough to work on improving mental health for everyone in the team. Eric's extensive airline experience and Joey's attention to detail help the team manage complex challenges, while keeping things as light and simple as possible.



01 - Eric brought a wealth of experience from his previous stints in airlines like Atlantic Southeast Airlines, Delta, and Amerijet International.

02 - Joey's passion at work and her attention to detail earned the team's admiration.



01



02



03

Budget season is their best friend. “It’s a testament of commitment and collaboration as we balance the lessons from historical performance combined with the changing business environment,” Joey shares. “We come out stronger as a team, and hopefully wiser from all the learning experiences.”

RA, who joined the team last May, says that being able to contribute to the team through weekly huddles excites him the most. He recalls the reaction when he was introduced to the rest of the team: “Being received with ‘Bryan na naman?! Ang dami niyo nang Bryan dito!’ “, and proceeds to enumerate the different Bryans in the PAL ranks. He bowed to the inevitable: “I have been nudged to change my nickname to RA for the first time in my life.”

The CommStrat team atmosphere is built on trust. They believe in making a safe space for everyone to work well together.

01 - The team is always on the lookout for growth areas and opportunities to expand the business.

02 - Their enthusiasm for PAL doesn’t need to be spelled out.

03 - Advocates of change - aiming to lift the business even higher.

They welcome the chance to unwind from time to time. They would randomly crack jokes to break the ice during brainstorming sessions, share stories of fun-filled weekend adventures or how a dinner with a friend went – basically anything under the sun that is not about work. These downtimes help them recharge so that they could concentrate better when things get serious again.

Eric strongly believes in PAL as a people-centric company. “While other airlines have committed people to their respective brands, the people of this airline are the blood that gives life and keeps the Heart of the Filipino pumping,” he says. “PAL is a precious brand that would not be here without the sacrifices and determination from the people that keep her flying.”

Moving forward, CommStrat expects PAL to fly higher than ever, with routes to Europe and other destinations in the pipeline. The flag carrier will reach its full potential by being a true ambassador of the Filipino brand and a company of choice for smart and passionate employees. As Eric puts it: “The future is bright, especially when we compare to other mature countries globally, and it is up to all of us to ensure that PAL seizes these opportunities.”

With CommStrat focusing on a winnable future, the possibilities are endless for PAL. ✈️

FLYING, RUNNING, BIKING, AND EVERYTHING IN BETWEEN

Striving for Excellence Outside the Cockpit
by Ian San Gabriel
Photos courtesy of TeamPAL



TeamPAL at the Black Arrow Express 5150 Triathlon in Subic on Nov. 4, 2018. Seen from (L to R): FO Jingo Bucu, FO Jorge Paez, Capt. Mike Ugalino, FO Vince Alcanzare and Capt. Dennis Tumulad.

The Beginning

Flying the complex machines in our fleet is challenging. For a group of PALers, commanding Boeings and Airbuses is not hard enough. One day in 2012, a group of like-minded pilots and cabin crew decided to form a triathlon team that would compete in significant sporting events around the country. By definition, a triathlete participates in three types of sports: swimming, biking, and running.

What began as a group of crew members started to attract people from other departments. One of the pioneers, Capt. Mike Ugalino said, "We would meet at race events and do some training together. This was the time that running races was starting to grow."

Two triathlon relay teams were formed to compete in the 2012 Cobra Ironman 70.3 in Cebu. The team comprised FO Kat Pijuan (swim), Capt. Monjo Balinghasay (bike), and Capt. Mike Ugalino (run). The other team members were: FO Moy Pabalan (swim), FS George Carag (bike), and FS Chris Casella (run).

Fast forward to 2016, with more PALers getting hooked on the sport, the team was reorganized with the addition of new leaders, FO Maya Segovia and Capt. Mark Tan. They received the support of Ms. Lilybeth Tan-Ng, AVP-Pilot Affairs, and Cheq Navarro of the Human Capital Department.

Team PAL

The team coined the name TeamPAL for a more modern feel, replacing "PAL Triathlon Team" so as not to alienate those who were not yet into the three specific triathlon sports of swimming, running, and biking.



01 - TeamPAL first competed as a group in the 2012 Cobra Ironman 70.3 in Cebu.

02 - The original group who competed from left to right: FP Chris Casalla, FP George Carag, Capt. Monjo Balinghasay, FO Kat Pijuan, Capt. Mike Ugalino and Capt. Moy Pabalan

TeamPAL was meant to be a group of health-conscious PALers who are into sports. The team joined the Tri-United Sprint Triathlon event in 2016 and topped the group competition. TeamPAL has grown steadily in numbers since then.

The team acknowledges the support they receive from the company. Capt. Marc Castro said, "Fortunately, we have great support from PAL."

Overcoming Challenges

The challenges are part of the sport. FO Maya Segovia shares, "One of the major difficulties as pilots training for the triathlon is time management.



We don't follow a set schedule, have weekends, or enjoy holidays. Without a sound training regimen, it's challenging to increase stamina and develop new skills". She further adds, "Some of the most important factors in performance improvement are repetition and consistency."



01 - The team proudly shows their medals at the New Clark City Triathlon on October 20, 2019. From (L to R) Capt. Patrick Roa, FA Darlene Hipolito, FA Carol Henson, SO Rey Yee, SO Veronica Limcauco, and Capt. Aris Hababag

02 - TeamPAL participating in the 2017 Cebu Ironman. Seen (from L to R) are Capt. Vince Santos, Capt. Abet Taguibao, Capt. Marc Castro, FO RK Pading, FO Vince Alcanzare, and FO Jorge Paez.

03 - The team takes the opportunity to compete in international events such as the Doha Marathon. Seen here are Capt Mike Ugalino and SO Jun Yee.

04 - The team makes a victory pose at the Aguila Iron Man 70.3 Subic on August 11, 2019.



"Pilots are known to be very disciplined. We do what needs to be done," said Capt. Ugalino. The team members balance work and find time to recover by having adequate rest pre- and post-workout, to allow them to still do their jobs well.

The combination of the sport and working for PAL has its perks. SO Martin Carandang shares, "Part of my motivation comes from the privilege of being able to visit different destinations and do my training there. PAL's destinations are really beautiful, and we get to go to many of those."

The team has actively participated in global competitions. FO Vince Alcanzare, who joined the 2022 IM World Championships Kona in Hawaii, shared his experience in entering international competitions: "For the whole event you could feel the energy of all the athletes and supporters gathered for triathlon. It was also very inspirational to see the dedication of other people and their hard work to get there." Vince is preparing for the upcoming Asics Rock and Roll Marathon in November. He said this will be a good springboard for another international marathon he aims to join next year.



- 01** - TeamPAL competed in the 1st New Clark City Triathlon back in 2019.
- 02** - Crossing the finish line gives that sense of fulfillment as seen on the face of FO Vince Alcanzare after all the hard work at the IM Kona World Championship back in 2022.
- 03** - TeamPAL continuously encourages other employees to join and take up the sport. Seen in the photo is FO Maya Segovia (TeamPAL head), RA from Commercial Strategy, Lilybeth Tan-Ng (AVP Pilot Affairs,) Captain Marc Castro and Jeffrey Gutilban of Logistics.

Show your support
for TeamPAL
by following them
on their social media account.

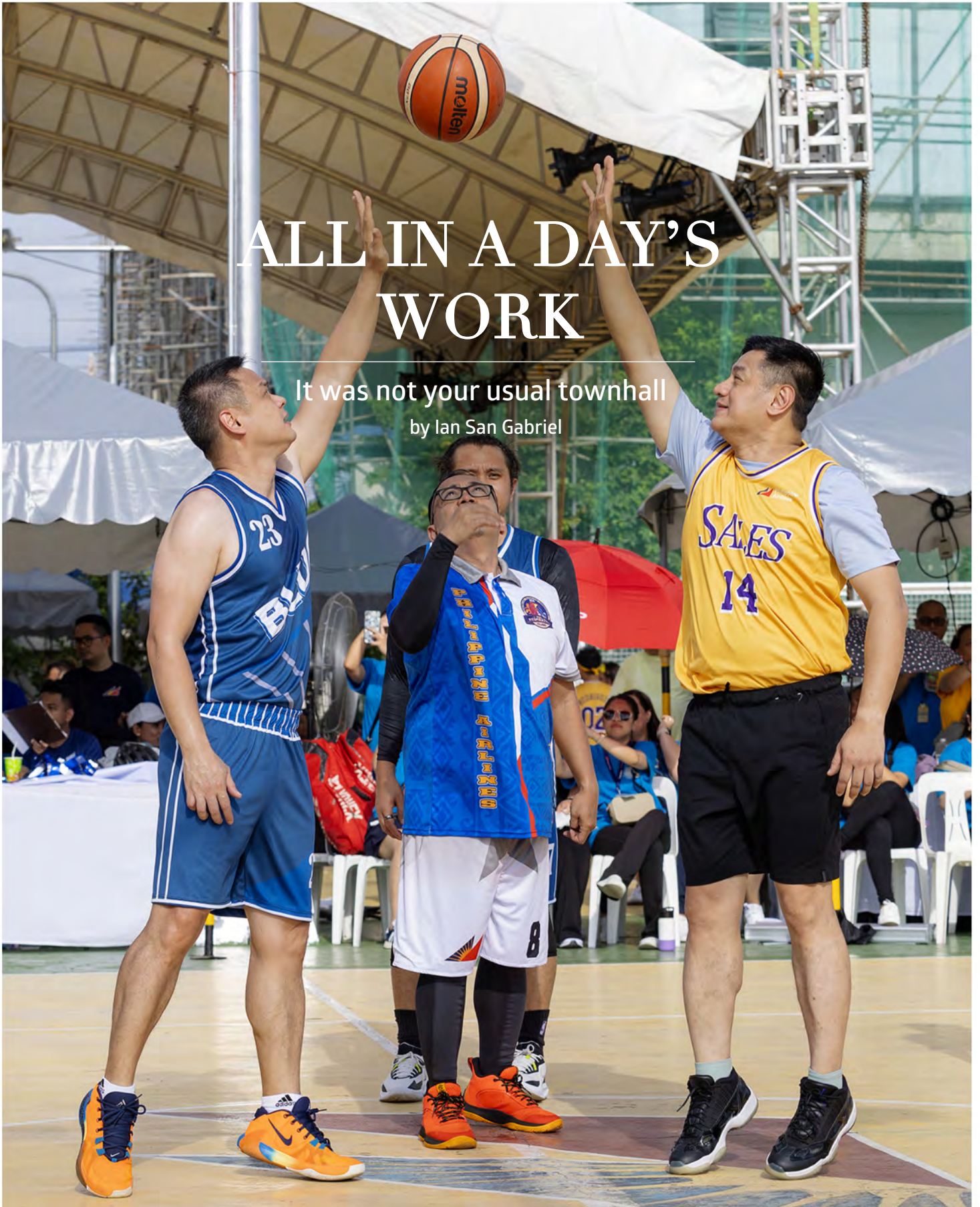


teampal.tri

Many in the team have built a solid foundation and bond. They encourage aspiring PALers to take up the sport. SO Rey Yee says, "Taking up triathlon is highly recommended not only due to its medical benefits but also the camaraderie the team is building up with one another. In addition, representing our flag, the Philippines, and Philippine Airlines gives us more reason to pursue the sport."

Since its inception in 2012, the team has competed in both local and international competitions, such as the Cobra Ironman 70.3 in Cebu, Aguila Iron Man 70.3 in Subic, and the Ironman World Championship in Hawaii, to name some.

Currently, the TeamPAL count is at 105 employees. ✈️



ALL IN A DAY'S WORK

It was not your usual townhall

by Ian San Gabriel



A team that works hard plays harder.

Last August 11, the PAL Group went all out on the “play hard” side of the spectrum, mixing fun and business in the wide open spaces of the PAL Sports Center. It was the PAL Q3 Townhall and Sportsfest, and everyone brought their “A-Game” that day.

The Townhall participants were divided into four color groups – Blue for the Office of the President and the General Counsel Group, Red for Supply Chain and Finance, Yellow for the Commercial Group and White for Operations.

The day started with a colorful parade where employees showed their brightest smiles before taking part in warm-up exercises. Each color team sent a muse and an escort to engage in a battle of beauty and brains.

The program proceeded to a cheering competition that saw dancers and cheerleaders from each color group wowing the crowd with their energy and acrobatic moves.

Fun and games momentarily gave way to serious business. PAL’s leaders gave detailed briefings and important updates during the main Townhall session. Capt. Stanley Ng proudly hailed the PAL Group for exceeding revenue targets and achieving record-high profitability of over USD250M in net income for the first half of the year.

Atty. Carlu Fernandez revealed the newly revamped PAL Multiversity, a learning program developed in partnership with globally-recognized LinkedIn, envisioned to make PAL’s employees more skilled, resourceful and competitive for a fast-paced aviation industry.



The attendees listened to PAL's new CFO, Anna Bengzon, give a rousing report on PAL's financial achievements and their significance for the airline's growth and profitability prospects going forward.

Capt. Leo Bernabe, Bud Britanico, Mac Munsayac and KP Mamaril highlighted various corporate milestones, including updates on route expansion along with operational and customer experience developments. The Townhall attendees were briefed on exciting new products such as the PAL E-Gift Card and PAL Holidays travel site.

The groups then collectively tried out the "boodle fight" style of dining as they enjoyed a delicious lunch, featuring several "lechons" flown in from Cebu.

The PAL Family was at peak energy mode, despite the balmy weather, as the Sportsfest kicked off in the early afternoon. PAL sportspeople gamely participated in various traditional Filipino games, including tamaang bola (a passionate Pinoy version of dodgeball) and luksong tinik (where players were allowed to "unleash their inner kangaroo", as one program host put it). The anticipated bout of the day was the basketball competition amongst all four color teams. The spectators were on the edge of their seats as the players made each shot.

Throughout the day, various employee-led clubs had set up booths at courtside, allowing club leaders to entertain queries and encourage more colleagues to sign up and join.



The Townhall and Sportsfest day ended with the awarding ceremony and the evening fellowship and hangout party afterwards. The verdict was in: The red team (Supply Chain and Finance) was declared the overall sportsfest champion, having won most of the games including the basketball bout and the cheer & dance competition.

More than just your usual Townhall – it was an enlightening and fortifying activity that gave everyone a great time, while also sparking the camaraderie and team-spirit that marks a great organization. ✈️





Locked and loaded. Batch '93 prepares to trek the rough road to reach the Malipay Community

PAL's Cabin Crew Batch '93

HEARTS THAT GIVE

by Melanie Angsioco

Time flies so fast; 30 years have passed! It seemed surreal to PAL Cabin Crew Batch 1993, as if our basic training class took place only yesterday. Looking back, this batch has literally traveled the world, journeyed to a myriad of places, accomplished great things, and soared the skies in both high and low moments of our career life in Philippine Airlines.

Reaching Out to the Community

To celebrate our 30th anniversary, Batch 93 crew members conducted a community outreach project last August 12 at the Malipay Community in Molino, Bacoor. The outreach project was coordinated with the La Anunziata Parish Church, with Fr. Nelson Osorio, OSJ and PAL FA Ma. Elizabeth Valdez leading the effort.

The Malipay community is under the parish's care, spiritually and socially, and this includes support for the makeshift Malipay Chapel being ministered by Fr. Randy dela Rosa, OSJ, and Fr. Julius Erwin Amarillo, OSJ.

Getting to Malipay was no easy task, as we reached the community only after a 15-to-30 minute walk down a rough and uneven path. We also used two ATVs to help transport supplies and gifts to the Malipay Makeshift Chapel. There, we distributed the gifts for the benefit of 50 families and 72 scholars. The gifts included school supplies (backpacks, umbrellas, notebooks, pens, pencils, crayons), five kilos of rice per family, packed lunches, Marie biscuits (courtesy of PAL AVP Gerardo Rustia's office), and boxes of Panero pan de sal (courtesy of the owner, former PAL FA Jo Lo-Chan).

Donations flowed from generous PAL colleagues, including former PAL senior FA Lani Fabian and some private individuals who responded kindly to this call for generosity.

The outreach activity was our way to give back for the blessings we received in our 30 years of flying with the flag carrier. Active crew members took the time to serve on their days off, with some having arrived that very day from long-haul duty trips from San Francisco and Vancouver. Among the participants were Xavier and Cheryl Alvarez, Ma. Christina Castro, Jo Lo-Chan, Maria Rechilda Crucena, Rosalyn Herce, Ma. Rachel Noble (with her son), Ma. Elizabeth Valdez (with her daughter), and the author.

Pearl Night 93

Last August 18, PAL Basic Class 1993 threw a 30th anniversary reunion party at the Platform Events Place of Holiday Inn Express in Pasay City. Around 75 current and former cabin crew, coming from 17 batches, were joined by their friends and colleagues.

It was a grand affair of merriment and memories. An audiovisual presentation narrated the Batch 93 story through photos and nostalgic recordings. FA Odjie Gonzaga was awarded Lady of the Night, winning South Sea pearl earrings, while other Pearl gemstones were raffled off as prizes to lucky guests.

Batch 1993 lived victoriously through various operational challenges that confronted PAL over their 30 years of service, and we acknowledged the support and partnership of the PAL Management team. The event was graced by the attendance of PAL VIP guests: Capt. Roland Narciso (OIC Flight Operations); Capt. Leo Ezquiel R. Bernabe (OIC Operations Group) and his wife Jazmine (a former PAL flight attendant from Batch 1995); Gerardo Rustia (AVP Cabin Services); Cabin Administrative Managers Jaime Roberto Narciso, Gerry Santos and Rose Anne Guanlao; Senior Inflight Training & Development Specialists Loida Teopaco, Anthony dela Peña and Christopher Miguel Cortazar; and Wesley Calfoforo (General Manager of Macro Asia).



Batch 93 gives back to the community – as shown in these images from the outreach event at the Malipay Community in Molino, Bacoor.

Among the sponsors were Tanduay, PAL's sister company, and the Flight Attendants and Stewards Association of the Philippines (FASAP), the crew's partner in ensuring good working conditions. Former FA Lani Fabian and Flight Purser Aida Alejandro donated lechon for the dinner buffet, while FP Irene Ong Amboy gifted mahogany wood items as raffle prizes. FA Pilipina Magat sponsored three stunning South Sea Pearl prizes along with 60 pieces of anime FA keychains and tote bags with pearl logos.

The daughter of Ma. Elizabeth Valdez and the son of Ma. Rachel Noble recorded the Pearl 93 event through pictures and videos, with Rachel Garganera (former PAL FA) producing a special video.

In keeping with their traditions, Batch 93 members also extended financial assistance to fellow batchmates who had to go on prolonged sick leaves.





Celebrating through Sharing

The Pearl Night and Malipay mission were offerings of "Buong Pusong Pasaalamat" for our three decades of service along with more active flying days ahead with PAL. We in Batch 93 realize that real happiness comes not from material things but from appreciating our blessings and sharing them.

We assure everyone that we will continue to be PAL's active partners in the quest to attain the company's vision to be the airline of choice in global markets and to serve and connect the world. Batch 93 will provide our valued passengers with a top-notch travel experience to maintain PAL's competitive leverage in the aviation industry.

Congratulations to Cabin Crew Batch 1993 for the 30 years of flying, fun memories, and friendship. Cheers to soar more years! ✈

Batch 93 is out having fun as they share their experiences and celebrate a bond forged over the last three decades.



PAL AIDS PANGASINAN

by Pinky Balagtas

When typhoons Egay and Falcon hit the country in late July to early August, the northern and central Luzon regions experienced severe flooding and other storm damage affecting 1.3 million families or more than 5.3 million individuals. According to a report from the National Disaster Risk Reduction and Management Council (NDRRMC), the cost of damage was estimated at a staggering P6.4 billion for agriculture and P8.6 billion for infrastructure.

One of the badly affected areas was Dagupan City in Pangasinan, where severe flooding plagued 31 barangays affecting about 50% of its population. Houses were greatly damaged in Dagupan, which is a low-lying district that acts as a catch basin for water flowing in from neighboring towns en route to the Lingayen Gulf. The city also experienced a tornado which damaged more than 200 houses.

A group of PALers from different offices visited Dagupan to send aid. The group distributed pillows, blankets, hygiene kits (toothbrush, socks, comb, etc.) and activity kits (coloring book, crayons, tumbler, etc.) to more than 500 kindergarten pupils of North Central Elementary School in Bonuan, Dagupan City in time for the opening of classes.

Dagupan City Mayor Belen Fernandez expressed her gratitude for PAL's assistance, citing the aid to the children whose classes had been suspended for several days due to the storm. "The pupils are very happy with Philippine Airlines' donations. With the gifts PAL has extended, the children will have something to look forward to in going to school," said Mayor Fernandez. ✈



PAL delegates Pinky Balagtas, Sol Gracian Grospe, Jonas Dave Mesana, Lito Hibo, Christopher Mangonon, Kristina Pasatiempo and support personnel from service providers engage with Dagupan Mayor Belen Fernandez (in light green polo shirt), the Mayor's staff, and students and children from Bonuan, Dagupan City, Pangasinan.

DSWD RECOGNIZES PAL'S SUPPORT FOR PWDS

by Pinky Balagtas

The Department of Social Welfare and Development (DSWD) awarded plaques of appreciation to PAL and its corporate social responsibility arm, PAL Foundation, for supporting Persons with Disabilities (PWDs).



The agency recognized PAL and the Foundation's genuine commitment and support for the DSWD's Rehabilitation Sheltered Workshop (RSW) project in Quezon City.

PAL, through its Inflight Catering Operations team, has supported 34 PWD workers through a sub-contracting job project that involves the sanitizing of PAL inflight earphones. By helping make these PWD workers more productive and self-reliant, the PAL Sanitizing Project creates livelihood opportunities that serve the DSWD's goal of creating a fair and better society for Filipino PWDs. .



In the 40 years since 1983, the DSWD-National Capital Region has been managing the RSW at DSWD-NCR's National Vocational and Rehabilitation Center in Quezon City. The RSW provides work training and livelihood opportunities for PWDs by producing and selling goods or services. The program offers short-term livelihood opportunities running from six months to one year, with the goal of transitioning to regular productive employment and economic sufficiency for self-reliance.



Meanwhile, in celebration of the National Disability Prevention Week, PAL Foundation turned over donations to RSW that included two air-conditioning units for installation at the PAL Sanitizing Project area to help improve ventilation and comfort for the PWD workers. The Foundation also turned over walking canes and pillows for personal use of the clients. ✈

01-03 - DSWD's Rehabilitation Sheltered Workshop hires PWDs to sanitize inflight earphones for PAL, jobs that help build self-reliance. PAL Foundation donated two aircon units to make their work area more comfortable.
04-05 - PAL AVP/Chef Vallerie Castillo-Archer holds the DSWD plaque of appreciation for her team's efforts in supporting the RSW project.

They fly PAL

For 82 years, we've flown people to their intended destinations. PAL has been a valuable instrument for men and women who fly out begin a new chapter of their lives, to come home to their loving families, to embrace the beauty and blessings of our world and our homeland – and to represent the Philippines in international competitions. We are proud to serve the global community and our kababayans wherever they may go.



01 - The all-women Filipinas football team flew back to Manila on PR212 from Sydney after their historic debut at the FIFA Women's World Cup in New Zealand.

02 - The triumphant Gilas Basketball team flew in from Beijing via PR337 after clinching an Asian Games gold medal for the first time in six decades.

03 - Filipino dance crew Legit Status won the top spot at the World Hip Hop Dance Championship 2023 in Phoenix, Arizona. They arrived in Manila from Los Angeles via PR103.



Hot Off the Press

PAL Recognized “Southeast Asia’s Best”

Philippine Airlines was named the “Best Airline-Southeast Asia” at the recently concluded Arabian Travel Awards in Dubai, United Arab Emirates.

The award was presented to PAL by San Jeet, Arabian Travel Awards Director and H.E. Datuk Seri Ahmad Fadi Bin Shamsuddin, Ambassador of Malaysia to the U.A.E. Josh Vasquez, our Regional Head-Europe, Middle East and Africa (EMEA), accepted the award on behalf of the flag carrier.

Now on its sixth edition, the Arabian Travel Awards recognizes key players and travel specialists who have contributed to the booming travel, tourism and hospitality industry in the U.A.E. ✈️



End Frame

First Officer Mike Buenaventura from our Flight Operations Department shared this stunning image of a surfer waiting for the right wave at North Shore, Oahu. The photo was taken while on a crew layover in Honolulu.

Get your photos featured; email us with your best shots at ThePALiner@pal.com.ph.

